

Annual report to tenants 2019/20

This report tells you what we do as part of our housing service. It summarises our performance and covers the period from April 2019 until March 2020.

We want to keep you informed about how we're doing and how we're working to provide and maintain homes for you as well as how we seek to support our communities across East Devon.

Providing homes

We own
4,200
properties
↓4,202 last year

2,855
general needs
properties
↓2,858 last year

1,345
sheltered
properties
↑1,344 last year



26 properties
lost through
Right to Buy sales
↓28 last year



17

Properties
purchased
↑16 last year



328

Properties
allocated
↑289 last year



31

People
downsizing
↑29 last year



34

Mutual
exchanges
↓41 last year



4,708

People on
waiting list
↑4,668 last year

Improving homes

Repairs made:



10,333
this year



↓11,250
last year¹

Repairs 'right first time':



84%
this year



↓91%
last year

Days to complete
a routine repair:



14.5 avg.
this year



↓15.7
last year

49

New bathrooms
fitted
↓33 last year

81

New kitchens
fitted
↑59 last year

214

Boilers
replaced
↓274 last year

342

Void properties
refitted
↑317 last year

30

Fire risk
assessments
↓129 last year

100%

Properties with
valid gas safety
certificate
Same last year

3,164

Gas services
carried out
↑3,140 last year

1,149

Asbestos
surveys
↓1,440 last year

209 blocks

Legionella risk
assessments²
↑208 last year

¹ Lower because we started our new repairs contract ² Other than voids which are assessed routinely

Managing our homes

Rent collected:



98.6%
this year



↑98.5%
last year

7

**Evictions for
rent arrears**
↑5 last year

164

**Antisocial
behaviour
cases**
↑95 last year

0

**Evictions for
antisocial behaviour**
Same last year

Complaints



52 total
this year



↑37
last year

0

**Estate
services**
↓2 last year

1

**Antisocial
behaviour**
↓7 last year

9

Allocations
↓4 last year

28

**Repairs and
maintenance**
↑8 last year

Days to respond (stage 1):



23.9
this year



↓26.9
last year

4

**Tenancy
management**
Same last year

1

**Rent / service
charges**
↓4 last year

8

**Customer
service / staff**
Same last year

1

Other

Community development

Youth work

- Run three SWITCH youth clubs across the district carrying out activities such as:
 - a beach clean
 - beach art
 - wild sea swimming
 - a walk at Lyme Regis
- Youth club members attended the tenants' conference, where there was a focus on young carers

Mental health and wellbeing

- Developing and creating a Mental Health Strategy for housing to focus on key issues and priorities within the housing department on mental health and wellbeing
- Built a network of five town-based health and wellbeing forums (which has since proved invaluable through the pandemic)
- Supported Honiton-based Open Arms East Devon to become a legally recognised charitable organisation

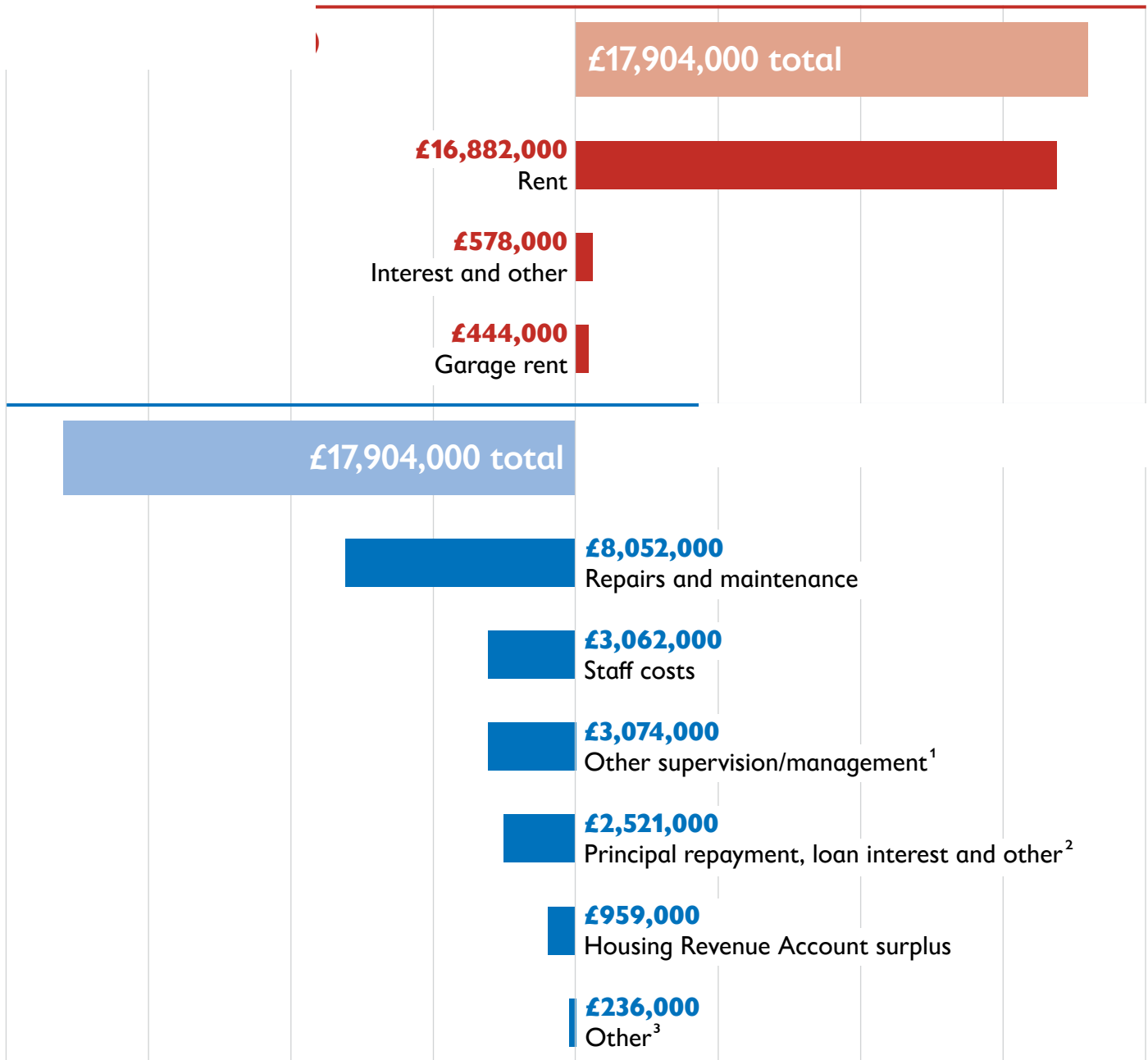
Estate-wide work

- Worked with residents to strengthen community bonds
- In Littleham, Exmouth: developed a youth club and a green spaces partnership, led a mental health group and won funding for new benches
- In St Pauls, Honiton: ran two circus skills events, secured funding for a bench and ran a successful 'skip' day
- Started talking with residents 1-to-1 to plan more improvements

Other activities

- Provided funding for five local groups in Honiton through a 'Dragons Den' style event
- Developed FareShare in Axminster and Honiton, a food initiative to support those in need
- We ran six fun days, five Orchard events, two family adventure days, and eight 'Ladies Lounge' events
- Ran a computer course in Dunning Court

Financing



¹ Includes costs for grounds maintenance, communal cleaning, staff transport, office costs and insurance

² Includes principal loan repayments, loan interest and contribution to capital expenditure

³ Includes tenant participation costs, road repairs, downsizing payments and community development

How to contact us: full contact details for all teams in the housing service can be found in your tenant handbook or at eastdevon.gov.uk

To request this information in an alternative format or language phone 01395 517453 or email tenantparticipation@eastdevon.gov.uk



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